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ABSTRACT

Britain's National Vocational Qualifications (NVQs) are work qualifications that measure what an employee or potential employee can do as well as how much he or she knows and understands about a particular job. Used as written proof of usable workplace skills that can be put to profitable use by an employer, NVQs range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills, providing a way to develop skills and build a career ladder that benefits both employer and employee. This packet contains NVQ competency lists for the following occupational areas: (1) administration, levels 1-2 (work flow, handling mail, stocking, computer data, and production of business documents); (2) customer service, level 3 (maintaining reliable customer service, communicating with customers, solving problems, and initiating change to improve service to customers); and (3) management, levels 3-5 (supervisory management and management for first line managers and senior/middle managers). (KC)

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ED 389 844

Administration, Levels 1-2. 2nd Edition
Customer Service, Level .
Management, Levels 3-5
National Vocational Qualifications

Business and Technology Education Council
London, England

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NVQs

– better qualifications for better jobs

NATIONAL VOCATIONAL QUALIFICATIONS

Administration

LEVELS

1-2

3

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NVQs – better qualifications for work

NVQs are the work-qualifications that employers have always been asking for, because NVQs measure what you can do, as well as how much you know and understand about the job you do.

Practical, work-based qualifications

An NVQ is the ideal qualification for people who intend to work, or already work, in a particular industry, service or business. On-the-job training is more relevant than book-learning, so the ability to run an organisation or repair a motor vehicle is what counts, rather than having GCSEs.

For every industry and business

NVQs are already available for most kinds of work (and the range is constantly being added to, in order to meet new employment needs).

NVQs are written proof of usable workplace skills which can be put to profitable use by an employer straight away. They range from basic Level 1, for everyday routine tasks, up to Level 5 professional skills – so there's a way to develop skills and build a career ladder that benefits both employer and employee.

For every kind of person

There is training for NVQs, but there's no laid-down course of study: someone – anyone of any age, provided they're over 16 – who can prove the ability to do the job, with the required degree of skill, is entitled to be assessed for an NVQ.

An NVQ is recognition and certification of someone's ability to perform specific tasks. It may involve study to reach the appropriate level. On the other hand, some candidates or employees may already possess the necessary skills – acquiring an NVQ certificate can be valuable recognition of those skills, especially in areas where previously no formal qualification existed.

NVQs
Administration
Levels 1–2

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NVQ Level 1

Contribute to the efficiency of the work flow

Organise own work

Develop self to improve performance

Maintain own work area to assist work flow

Contribute to the health, safety and security of the workplace

Contribute to the prevention of hazards in the workplace

Contribute to the limitation of damage to persons or property in the event of an accident or emergency

Contribute to maintaining the security of the workplace and its contents

Operate and take care of equipment

Follow instructions and operate equipment

Keep equipment in a clean and working condition

Develop effective working relationships

Create and maintain effective working relationships with other members of staff

Greet and assist visitors

Process information

Process incoming and outgoing telecommunications

Supply information to meet specified requests

Check and process routine, numerical information

Store and retrieve information using an established storage system

Store information using an established storage system

Obtain information from an established storage system

Produce text following instructions

Produce text using a keyboard

Produce copies using reprographic equipment

Handle mail

Receive, sort and distribute mail

Dispatch mail

Monitor and issue stock items

Monitor and request stock

Issue stock items on request

NVQ Level 2

All of these units

Develop self to improve performance

Identify and agree own development needs

Prepare and agree a plan of action to develop self

Implement and review a personal development plan

Monitor and maintain a healthy, safe and secure workplace

Monitor and maintain health and safety within the workplace

Monitor and maintain the security of the workplace

Contribute to the effectiveness of the work flow

Plan and organise own work schedule

Obtain and organise information in support of own work activities

Obtain and maintain physical resources to carry out own work

Create and maintain effective working relationships

Establish and maintain working relationships with other members of staff

Receive and assist visitors

Store, retrieve and supply information

Maintain an established storage system

Supply information for a specific purpose

Maintain data in a computer system

Input data and text into a computer system

Locate and retrieve data from a computer system

Print documents using a computer system

Prepare documents

Respond to correspondence

Prepare a variety of documents

Receive and transmit information

Receive and transmit information electronically

Receive and send mail

Plus any one of the following 7 units

Maintain and issue stock items

Order, monitor and maintain stock

Issue stock items on request

Process documents relating to goods and services

Order goods and services

Process claims for payment

Organise travel and accommodation arrangements

Arrange travel for persons

Book accommodation for a specified purpose

Contribute to the arrangement of events

Assist in arrangements for the provision of supporting facilities and materials at events

Assist in arrangements for the attendance of persons at events

Assist in arrangements for the provision of catering services at events

Produce and present business documents from provided material

Produce business documents from provided material using a keyboard

Present business documents in a variety of formats using a keyboard

Produce and present business documents from recorded material

Produce business documents from recorded instructions using a keyboard

Present business documents in a variety of formats using a keyboard

Produce and present business documents from dictated material

Produce business documents from dictated information using a keyboard

Present business documents in a variety of formats using a keyboard

BTEC – builds better qualifications for work

BTEC is the Business & Technology Education Council, an independent body which awards National Vocational Qualifications (NVQs).

BTEC authorises firms or colleges to carry out NVQ training and assessment. It also appoints external verifiers who check that trainees' work meets NVQ standards.

BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

Please see your training officer or personnel department, talk to the local careers advisory service, or contact colleges in your area. Your Training and Enterprise Council may also be able to help.

The occupational standards for these NVQs are available from: Administration Lead Body, ICSA, 16 Park Crescent, London W1N 4AM, telephone 071-580 4741.

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NVQs

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NATIONAL VOCATIONAL QUALIFICATIONS

Customer Service

LEVEL 3

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Customer Service
NVQ Level 3

Maintain reliable customer service

Maintain records relating to customer service

Organise own work pattern to respond to the needs of customers

Make use of networks

Communicate with customers

Select information for communication to customer

Facilitate flow of information between organisation and customer

Adapt methods of communication to the customer

Develop positive working relationships with customers

Respond to the needs and feelings expressed by the customer

Present positive personal image to customer

Balance the needs of customer and organisation

Solve problems on behalf of customers

Identify and interpret problems affecting customers

Generate solutions on behalf of customers

Take action to deliver solutions

Initiate and evaluate change to improve service to customers

Obtain and use feedback from customer

Communicate patterns and trends in customer service within the organisation

Contribute to the evaluation of changes designed to improve service to customers

Initiate changes in response to customer requirements

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BTEC itself does not do NVQ training. But it constantly monitors the providers and assessors to ensure that NVQ trainees develop the necessary skills to the standards required by industry.

Your next step

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NVQs

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NATIONAL VOCATIONAL QUALIFICATIONS

Management

LEVELS

3-5

15

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NVQs
Management
Levels 3–5

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Supervisory Management NVQ Level 3

Maintain services and operations to meet quality standards

Maintain services and operations

Maintain the necessary conditions for an effective and safe work environment

Contribute to the planning, monitoring and control of resources

Plan for the use of resources

Monitor and control the use of resources

Contribute to the provision of personnel

Contribute to the identification of personnel requirements

Contribute to the selection of personnel

Contribute to the training and development of teams, individuals and self to enhance performance

Contribute to planning the training and development of teams and individuals

Contribute to training and development activities for teams and individuals

Contribute to the assessment of teams and individuals against training and development objectives

Develop oneself within the job

Contribute to the planning, organisation and evaluation of work

Contribute to planning work activities and methods to achieve objectives

Organise work and assist in the evaluation of work

Provide feedback on work performance to teams and individuals

Create, maintain and enhance productive working relationships

Create and enhance productive working relationships with colleagues and those for whom one has supervisory responsibility

Enhance productive working relationships with one's immediate manager

Identify and minimise interpersonal conflict

Contribute to the implementation of disciplinary and grievance procedures

Provide information and advice for action towards meeting organisational objectives

Obtain, evaluate, record and store information

Provide information and advice

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Management
NVQ Level 4
for First Line Managers

Manage Operations

Maintain and improve service and product operations

Maintain operations to meet quality standards

Create and maintain the necessary conditions for productive work

Contribute to the implementation of change in services, products and systems

Contribute to the evaluation of proposed changes to services, products and systems

Implement and evaluate changes to services, products and systems

Manage Finance

Recommend, monitor and control the use of resources

Make recommendations for expenditure

Monitor and control the use of resources

Manage People

Contribute to the recruitment and selection of personnel

Define future personnel requirements

Contribute to the assessment and selection of candidates against team and organisational requirements

Develop teams, individuals and self to enhance performance

Develop and improve teams through planning and activities

Identify, review and improve development activities for individuals

Develop oneself within the job role

Plan, allocate and evaluate work carried out by teams, individuals and self

Set and update work objectives for teams and individuals

Plan activities and determine work methods to achieve objectives

Allocate work and evaluate teams, individuals and self against objectives

Provide feedback to teams and individuals on their performance

Create, maintain and enhance effective working relationships

Establish and maintain the trust and support of one's subordinates

Establish and maintain the trust and support of one's immediate manager

Establish and maintain relationships with colleagues

Identify and minimise interpersonal conflict

Implement disciplinary and grievance procedures

Counsel staff

Manage Information

Seek, evaluate and organise information for action

Obtain and evaluate information to aid decision making

Record and store information

Exchange information to solve problems and make decisions

Lead meetings and group discussions to solve problems and make decisions

Contribute to discussions to solve problems and make decisions

Advise and inform others

Management
NVQ Level 5
for Senior/Middle Managers

Manage Operations

Initiate and implement change and improvement in services, products and systems

Identify opportunities for improvement in services, products and systems

Evaluate proposed changes for benefits and disadvantages

Negotiate and agree the introduction of change

Implement and evaluate changes to services, products and systems

Introduce, develop and evaluate quality assurance systems

Monitor, maintain and improve service and product delivery

Establish and maintain the supply of resources into the organisation/department

Establish and agree customer requirements

Maintain and improve operations against quality and functional specifications

Create and maintain the necessary conditions for productive work activity

Manage Finance

Monitor and control the use of resources

Control costs and enhance value

Monitor and control activities against budgets

Secure effective resource allocation for activities and projects

Justify proposals for expenditure on projects

Negotiate and agree budgets

Manage People

Recruit and select personnel

Define future personnel requirements

Determine specifications to secure quality people

Assess and select candidates against team and organisational requirements

Develop teams, individuals and self to enhance performance

Develop and improve teams through planning and activities

Identify, review and improve development activities for individuals

Develop oneself within the job role

Evaluate and improve the development processes used

Plan, allocate and evaluate work carried out by teams, individuals and self

Set and update work objectives for teams and individuals

Plan activities and determine work methods to achieve objectives

Allocate work and evaluate teams, individuals and self against objectives

Provide feedback to teams and individuals on their performance

Create, maintain and enhance effective working relationships

Establish and maintain the trust and support of one's subordinates

Establish and maintain the trust and support of one's immediate manager

Establish and maintain relationships with colleagues

Identify and minimise interpersonal conflict

Implement disciplinary and grievance procedures

Counsel staff

Manage Information

Seek, evaluate and organise information for action

Obtain and evaluate information to aid decision making

Forecast trends and developments which affect objectives

Record and store information

Exchange information to solve problems and make decisions

Lead meetings and group discussions to solve problems and make decisions

Contribute to discussions to solve problems and make decisions

Advise and inform others

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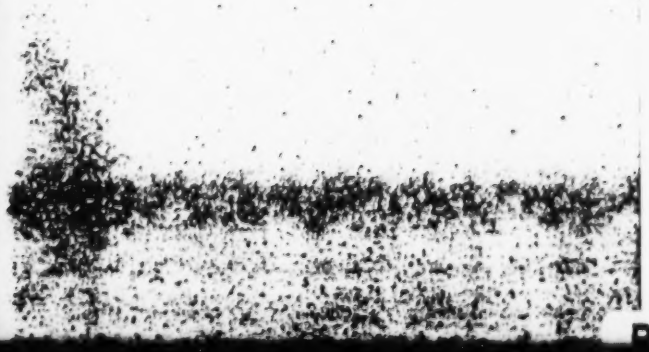

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